Seat Management Pilot Locations & Hours of Operation

LOCATION	CORE HOURS OF SUPPORT	DAYS OF OPERATION	SURGE PERIODS	ON CALL SERVICE HOURS
DETROIT COMPUTING CENTER	6:00 am – 6:00 pm	364 Days Per Year (Christmas Day Closed)	October – December	6:01 pm – 5:59 am
KANSAS CITY CAMPUS	Core Hours (7:30 am – 6:00 pm) ~80% Shift 1 07:00 am – 03:30 pm ~15% Shift 2 03:00 pm – 11:30 pm ~ 5% Shift 3 11:00 pm – 07:30 am	5 Days Per Week (Sunday – Friday) Sunday starting at 12:00 am Closed on All Federal Holidays	* January – May Could Include Weekends 24/7	Weekends (Saturday & Sunday)
ACCOUNTS MANAGEMENT (CALL SITES) *INDIANAPOLIS* *ST. LOUIS* *CLEVELAND* *KANSAS CITY*	7:00 am – 8:00 pm 7:30 am – 5:00 pm 6:00 am – 4:30 pm 7:30 am – 11:30 pm	Monday – Friday President's Day	9:00 am – 5:00 pm 11 Saturdays Jan 25 – April 12 1 Sunday prior to April 13th	Potential Exists For Limited Support After Core Hours
TAXPAYER ASSISTANCE CENTERS (TAC SITES) *KANSAS- 3 SITES* *OKLAHOMA – 4 SITES* *ILLINOIS – 14 SITES* *INDIANA – 10 SITES* *IOWA – 5 SITES* *KENTUCKY – 2 SITES* *MICHIGAN – 6 SITES* *MINNESOTA – 7 SITES* *MISSOURI – 10 SITES* *NEBRASKA – 3 SITES* *SOUTH DAKOTA – 3 SITES* *NORTH DAKOTA – 4 SITES* *OHIO – 7 SITES* *WISCONSIN – 7 SITES* *TEXAS – 1 SITE* *WEST VIRGINIA – 1 SITES*	8:30 am – 4:30 pm	5 Days Per Week Monday – Friday	**January – May Potential Exists for Extended Hours Beyond Core	Potential Exists For Limited Support After Core Hours
POD OFFICES *CHICAGO TERRITORY* *DETROIT TERRITORY* *KANSAS CITY TERRITORY*	7:00 am – 5:00 pm	5 Days Per Week Monday – Friday	November – May Potential Exists for Extended Hours Beyond Core	Potential Exists For Limited Support After Core Hours
CENTRALIZED HELP DESK	24 Hours Per Day	7 Days Per Week Sunday - Saturday	NA	NA
*Desktops could increase by 2000 seats				
** Surge in Priority				